



# Prime Central for Cisco Hosted Collaboration Solution 9.1.1 Release Notes

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This document describes the new features and known problems that are applicable to Prime Central for Cisco Hosted Collaboration Solution, release 9.1.1.

Prime Central for HCS provides the following capabilities:

- Root-cause analysis
- Service impact analysis
- Event normalization
- Event enrichment
- Event de-duplication
- New Prime Central dashboard
- Single normalized northbound interface
- Cross-launch capabilities to Service Assurance domain managers
- Multiple NBI subscriptions
- Integration with Shared Data Repository (SDR)
- Monitoring HCS auxiliary applications and management system
- Foundation for root-cause analysis/service-impact analysis with support for specific rules.

The release notes accompany the *Prime Central for Cisco Hosted Collaboration Solution 9.1.1 Installation Guide*, and the *Open Source License Agreement for Prime Central for Cisco Hosted Collaboration Solution 9.1.1*.

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## Introduction

Prime Central for HCS is intended for use in a Managed Service Provider (MSP) Network Operations Center (NOC). Prime Central for Cisco Hosted Collaboration Solution was formerly known as Cisco Hosted Collaboration Mediation. Prime Central for HCS provides a single-pane view of assurance data in the hosted environment. Prime Central for HCS acts as a bridge among customer-specific implementations of the following domain managers, in a virtualized environment.

- Cisco Unified Operations Manager (CUOM) 9.0 MSP
- Infrastructure Monitor
- Cisco Unified Computing System Manager (UCSM) 2.0
- Data Center Network Manager (DCNM) - SAN 6.1.2
- Data Center Network Manager (DCNM) - LAN 6.1.2

Prime Central for HCS aggregates data from multiple instances of these domain managers, so that a user logging into Prime Central for HCS can view aggregated customer data in a single window. It comprises a set of administration and dashboard portlets.

The portlets enable you to aggregate data from each virtualized instance of CUOM, Infrastructure Monitor, UCSM, DCNM-SAN, and DCNM-LAN.

Prime Central for Cisco Hosted Collaboration Solution as a service assurance management platform, has following key capabilities:

- A scalable, extensible, and a high-performance platform.
- All components deployable in virtualized fashion on UCS platform.
- The platform has a northbound interface.

Prime Central for Cisco Hosted Collaboration Solution supports service provider dashboard to view the events generated from domain managers. The name of the product is represented as Prime Central for HCS within the application GUI.

The following portlets can be launched from the dashboard:

- List of all events (Alarm Browser - All Events)
  - Includes all events detected by Prime Central for HCS from the underlying domain managers
  - Service events from Service Visualizer will be seen in this view
- Root Cause Events—Synthetic events that were determined to be root-cause of the failure.
- Service Events—Service-impact events describe the state of services; this is an event generated to notify the state of the top node in the service impact tree.
- List of Undetermined Events—Child events that are part of the correlation tree for which a clearing event has not arrived. Parent events of these child events are cleared since Resolution events were sent to clear them.
- Service Availability—Displays service model with tree listing customers, application clusters, and VMs discovered from SDR database. In the Service Tree view, each customer is color-coded based on the overall status of its services, such as voice, voicemail, and availability

- **Infrastructure Monitoring**—Used to view vCenter event details and process monitoring of management applications data for management application such as vCenter server, CUOM, Cisco Unified Communications Domain Manager (CUCDM), Cisco Unified Intelligence Center (CUIC), and Contact Center Domain Manager (CCDM).
- **Global Cross-Launch**—This portlet lists the domain managers that you can cross-launch from Prime Central for Cisco Hosted Collaboration Solution.

## What's New in Prime Central for HCS 9.1.1

The following are the new features that Prime Central for HCS 9.1.1 provides:

- **Zero downtime upgrade and minimal loss of data**—When you upgrade from Prime Central for HCS 1.1 or from Prime Central for HCS 1.0.1 to Prime Central for HCS 9.1.1, you have the option to upgrade with minimal loss of data and zero downtime. When you choose to upgrade using this method, you must clone your production environment and then upgrade. The loss of data is limited to time it takes to switch over from cloned VLAN to production VLAN, which is approximately five minutes.
- **Security-Enhanced Linux (SELinux)** is automatically applied to the VMs when you perform a fresh installation or upgrade from a previous version. This enhancement ensures that Prime Central for HCS is hardened for SELinux OS-level facility.
- Prime Central for HCS 9.1.1 firewall settings are hardened as a result of automatic implementation of OS-level firewall. When you install or upgrade, firewall configuration is automatically applied.
- Upgrade from Prime Central for HCS 1.0.1 and from Prime Central for HCS 1.1. When you upgrade your working system to version 9.1.1, HCM-Fulfillment is updated in a previous window. However, HCM-Fulfillment will continue to provide backward compatibility with Prime Central for HCS 1.0.1 and from Prime Central for HCS 1.1.
- Prime Central for HCS 9.1.1 processes events that originate from domain managers supported by Hosted Collaboration Solution 9.1.1 accurately. Events that occur from domain managers that are older may not be complete. For more information on domain managers supported by HCS 9.1.1, see Hosted Collaboration Solution 9.1.1 documents.
- **Enhanced GUI support**—all services are categorized and displayed in the service tree according to the type of the service it represents; it displays the service clusters that belong a particular service type under one node. For example, all voice mail services are displayed in the following path:  
*Customer Name > Customer Name VoiceMail Service > Cluster Name.*
- Prime Central for HCS 9.1.1 is compatible with 3rd party monitoring support provided by CUOM. The following events are generated by CUOM for 3rd party monitoring:

**Table 1** *Third party events supported by CUOM*

CUOM Event	Domain Manager Severity	EventTypeID
HighCollisionRate	Critical	OM_Gen_App_Resources
HighBroadcastRate	Critical	OM_Gen_App_Resources
HighErrorRate	Critical	OM_Gen_App_Resources
HighDiscardRate	Critical	OM_Gen_App_Resources
HighBufferUtilization	Critical	OM_Gen_App_Resources
HighBufferMissRate	Critical	OM_Gen_App_Resources

**Table 1** *Third party events supported by CUOM*

CUOM Event	Domain Manager Severity	EventTypeID
HighBackplaneUtilization	Critical	OM_Gen_App_Resources
ServiceDown	Critical	OM_Gen_Processes
OperationallyDown	Critical	OM_Gen_Serviceability
InsufficientFreeHardDisk	Critical	OM_Gen_App_Resources
HighUtilization (Processor)	Critical	OM_Gen_App_Resources
Unresponsive	Critical	OM_Gen_Servicability
InsufficientFreeVirtualMemory	Critical	OM_Gen_App_Resource
InsufficientFreeMemory	Critical	OM_Gen_App_Resource

- Prime Central for HCS 9.1.1 allows for only one session on a machine using a given browser. If you require to log on using multiple sessions, we recommend that you either use different browsers or use different machines.

## Known Problems

Table 1 describes problems known to exist in this release.



### Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. (You will be prompted to log into Cisco.com).

**Table 2** *Known Issues in Prime Central for HCS 9.1.1*

Bug ID	Summary
<a href="#">CSCtw95785</a>	Service Availability view is restricted to single session per user.
<a href="#">CSCtz67922</a>	Cluster availability should be critical when non-redundant publisher goes down.
<a href="#">CSCub37907</a>	Prime Central for HCS sometimes displays a messed up service tree structure.
<a href="#">CSCub45774</a>	Service Viewer does not display the service tree for the customer.
<a href="#">CSCub63327</a>	The severity of an event listed in the Alarm Browser - All Events table may be different from the severity of the synthetic events associated with the event.
<a href="#">CSCub88270</a>	Global cross-launch to UCSM 2.0 fails.
<a href="#">CSCub99117</a>	After you upgrade to Prime Central for HCS 1.1, the Views and Filters (with the scope Global) that you created for specific users are not available.
<a href="#">CSCuc58902</a>	The Service Availability window freezes when you click Full Viewer Interaction button.
<a href="#">CSCud29557</a>	PC Service Availability Tree does not scale to more number of UC applications.
<a href="#">CSCue04322</a>	Prime Central for HCS installation fails when the VM root OS password has an exclamation mark (!).

## Related Documentation

Table 3 lists the Prime Central for HCS documentation set.

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates. You must access the links in Table 3 for the most-current Prime Central for HCS documentation.

**Table 3**      **Related Documentation**

Document Title	Available Formats
<i>Prime Central for Cisco Hosted Collaboration Solution User Guide</i>	On Cisco.com: <a href="http://www.cisco.com/en/US/partner/products/ps12491/products_user_guide_list.html">http://www.cisco.com/en/US/partner/products/ps12491/products_user_guide_list.html</a>
<i>Prime Central for Cisco Hosted Collaboration Solution Installation Guide</i>	On Cisco.com: <a href="http://www.cisco.com/en/US/products/ps12491/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/ps12491/prod_installation_guides_list.html</a>
<i>Prime Central for Cisco Hosted Collaboration Solution Programmer's Guide</i>	On Cisco.com <a href="http://www.cisco.com/en/US/products/ps12491/prod_technical_reference_list.html">http://www.cisco.com/en/US/products/ps12491/prod_technical_reference_list.html</a>
<i>Prime Central for Cisco Hosted Collaboration Solution Release Notes</i>	On Cisco.com: <a href="http://www.cisco.com/en/US/products/ps12491/prod_release_notes_list.html">http://www.cisco.com/en/US/products/ps12491/prod_release_notes_list.html</a>
<i>Open Source Used In Prime Central for Cisco Hosted Collaboration Solution</i>	On Cisco.com: <a href="http://www.cisco.com/en/US/products/ps12491/products_licensing_information_listing.html">http://www.cisco.com/en/US/products/ps12491/products_licensing_information_listing.html</a>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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